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Associate Professor of Internal Medicine
University of Michigan Health System
Center for Clinical Management Research
Ann Arbor VA HSR&D Center of Excellence
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CURRICULUM VITAE

Education and Training

- 9/1981-12/1984 B.A. (Bachelor of Arts with College Honors), Washington University, in conjunction with the Scholars Program in Medicine (eight-year medical school program); St. Louis, MO
- 1/1985-6/1985 Vanderbilt-in-France French Language Program; Aix-en-Provence, France
- 9/1985-6/1989 M.D., University of California, San Francisco School of Medicine; San Francisco, CA
- 7/1989-6/1992 Internship and Residency in Internal Medicine, University of California, Los Angeles, Center for the Health Sciences; Los Angeles, CA
- 7/1992-6/1994 Robert Wood Johnson Clinical Scholars Program, Department of Medicine, University of California, Los Angeles; Los Angeles, CA
- 9/1992-6/1994 M.P.H. (Epidemiology), University of California, Los Angeles School of Public Health; Los Angeles, CA

Certification and Licensure

Medical Licensure

Board of Medicine Physician License, State of Michigan (#4301068682)
Expires 01/31/2012

Board of Pharmacy Controlled Substance License, State of Michigan (#4301068682)
Expires 01/31/2012

Controlled Substance Certificate, Drug Enforcement Administration (#BK2686840)
Expires 12/31/2011

Board of Medicine Physician License, State of California (#G70615)
Expires 04/30/2010

Board Certification

National Board of Medical Examiners, Diplomate, 1989-Present
American Board of Internal Medicine, Diplomate, 1992-Present

Other Certification

ACLS Certificate, American Heart Association
Expires 10/2008

BLS Certificate, American Heart Association
Expires 04/2010

Academic, Administrative, and Clinical Appointments

Academic and Administrative

7/1994-6/1996	Clinical Instructor; Department of Medicine, Division of General Internal Medicine and Health Services Research, University of California, Los Angeles; Los Angeles, CA
7/1996-1/2006	Research Scientist; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI
7/1996-8/2004	Assistant Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI
9/2004-8/2009	Associate Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI
1/2006-8/2007	Associate Director; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI
9/2007-10/2008	Acting Director; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI
11/2008-present	Director; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI
9/2009-	Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI

Clinical

7/1996-present	Staff Physician, Ann Arbor VA Medical Center
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Research Interests

1. Diabetes Quality Assessment and Improvement
2. Complex Chronic Disease Care
3. Performance Measurement
4. Health Care Policy and Delivery

Grants

Present/Active

5 P50 DK 20572 (W Herman) 12/01/07-11/30/13 (continuation)
NIH/NIDDK Total award \$8,912,285
Michigan Diabetes Research Training Center.
Role: Co-Investigator

1 R 18DK076622 (EA Kerr/M Heisler) 08/01/07-07/31/11
NIDDK Total award \$2,179,092
Improving adherence and intensification of medications among diabetes patients.
Role: Principal Investigator

R21 HS017625 (CS Blaum) 09/30/08-09/29/10
AHRQ Total award \$312,458
Outcomes of Blood Pressure Management in Diabetes Patients with Comorbidities
Role: Co-Investigator

115-9290 (EA Kerr) 09/01/07-08/31/09
AHRQ/Kaiser Permanente Total award \$30,501
Feedback of Treatment Intensification Data to Reduce Cardiovascular Disease Risk.
Role: Principal Investigator on subcontract from Kaiser Permanente.

59964 (R Hayward) 07/01/05-06/30/15
Robert Wood Johnson Foundation Total award \$10,000,000
The Robert Wood Johnson Foundation Clinical Scholars Training Program.
Role: Co-Investigator

HFP 83-014 (EA Kerr) 10/01/08-09/30/12
VA HSR&D Center of Excellence Total award \$4,500,000
Center for Clinical Management Research.
Role: Principal Investigator.

DIB #98-001 (EA Kerr) 10/01/04-09/30/11
VA HSR&D Total award \$2,680,000
Quality Enhancement Research Initiative – Diabetes Mellitus (QUERI DM)
Role: Principal Investigator.

SDP 06-128 (M Heisler/ EA Kerr) 07/01/07-06/30/10
VA HSR&D Merit Program Total award \$829,100

Adherence and intensification of medications: a population-based clinical pharmacist implementation study among hypertensive diabetes patients.

Role: Co-Principal Investigator

IIR 07-177-2 (S Krein)

01/01/08-09/30/11

VA HSR&D

Total award \$900,000

Veterans Walk to Beat Back Pain

Role: Co-Investigator

Previous

NIH/NIDDK (F013952).

Scientific Conference on Assessing Quality of Care for Diabetes.

Role: Principal Investigator.

10/1/2005–9/30/2006. NCXT to 11/30/2006. Total award \$10,000.

AHRQ (F013726).

Scientific Conference on Assessing Quality of Care for Diabetes.

Role: Principal Investigator.

10/1/2005-9/30/2006. Total award \$11,743.

VA Health Service Research and Development (SDR 03-318).

Merit Award - Translating Research into Action for Diabetes in the VA, Phase 2.

Role: Principal Investigator.

5/1/2004-4/30/2005. Total award \$275,071.

VA Health Service Research and Development Merit Program (IIR 02-225).

Addressing Barriers to Translation for Treatment of Hypertension.

Role: Principal Investigator (Co-Principal Investigator: T Hofer)

3/1/2004-2/28/2008. Total award \$1,256,563

The Robert Wood Johnson Foundation Clinical Scholars Training Program (N002778)

Role: Co-Investigator. (Principal Investigator: J Howell).

7/1/ 2003-6/30/2005. Total award: \$172,764 for Planning Phase.

NIH/NIDDK (5 P50 DK 20572).

Michigan Diabetes Research Training Center.

Role: Co-Investigator (Principal Investigator: W Herman)

12/1/2002-11/30/2007. Total award \$9,249,307

VA Health Service Research and Development (DIB #98-001).

Merit Award - Quality Enhancement Research Initiative – Diabetes Mellitus.

Role: Co-Investigator. (Principal Investigator: R Hayward).

10/1/2001-9/30/2004. Total award \$1,200,000.

VA Health Service Research and Development Advanced Research Career Development Award (RCD #97323-B).

Improving Quality of Care for Persons with Multiple Chronic Diseases

Role: Principal Investigator.

7/31/2001-6/30/2004. Total award \$470,000.

VA Health Service Research and Development (SDR #01019).
Merit Award - Translating Research Into Action for Diabetes in the VA (TRIAD-VA)
Role: Principal Investigator.
3/31/2001-2/28/2004. Total award \$739,470

Community Quality Index: Round II. Subcontract #3127 to University of Michigan
(issued under Robert Wood Johnson Foundation, Grant #40826 awarded to RAND).
Role: Principal Investigator.
12/1/2000-11/30/2005. Total award \$60,000.

VA HSR&D (IIR #98-103).
Merit Award - Evaluating the Performance of Explicit Quality Monitoring Systems in the
VHA.
Role: Principal Investigator.
1/31/2000-9/30/2003. Total award \$807,043.

VA HSR&D (DIS #99221-1).
Merit Award - Evaluation of VISTA Performance Profiles and Non-VISTA Measures.
Role: Principal Investigator.
12/31/1999-11/30/2001. Total award \$246,496.

Subcontract #1825 to University of Michigan (issued under California Health Care
Foundation Grant #98-0211 awarded to RAND).
Comparing Quality in California Medical Groups
Role: Principal Investigator
12/1/1998-11/30/2003. Total award \$95,000.

VA HSR&D (RCD #97323-B).
VA Career Development Award - Influence of Managed Care Strategies on Quality of Care
Role: Principal Investigator.
7/31/1998-6/30/2001. Total award \$425,000.

Subcontract #553 to University of Michigan (issued under AHCPR 5U18HS-09463 awarded
to RAND).
Adult Global Quality Assessment Tool.
Role: Principal Investigator.
10/31/1996-9/30/2001. Total award \$29,520.

Honors and Awards

1981	Washington University Chancellor's Scholarship
1982	Phi Beta Kappa Book Award for distinguished achievement, Freshman year
1984	Phi Beta Kappa
1986	UCSF Dean's Fellowship for Summer Research
1989	American Medical Women's Association Citation for Scholastic Achievement

1989	Alpha Omega Alpha
1992	Solomon Scholars Award for Resident Research
1992	Robert Wood Johnson Clinical Scholars Fellowship
1998	VA HSR&D Career Development Award
2001	VA HSR&D Advanced Research Career Development Award
2004	Article of the Year Award, AcademyHealth
2009	American Society for Clinical Investigation

Memberships in Professional Societies

1991-present	Society of General Internal Medicine
1991-present	American College of Physicians
2000-present	AcademyHealth
2009-present	American Society for Clinical Investigation

Editorial Positions, Boards, and Peer-Review Service

Study Sections

2003-2006	VA HSR&D Scientific Review and Evaluation Board, subcommittee for Merit Review Entry Program Applications
2005	NIH/NIA, Developing Interventions for Multiple Morbidities Study Section of the Risk, Prevention and Health Behavior Integrated Review Group
2006-present	VA HSR&D Scientific Review and Evaluation Board, subcommittee for Career Development Award Applications
2008	VA HSR&D Special Study Section for Review of Research Enhancement Award Programs

Editorial Boards

1996-1999	The Joint Commission Journal on Quality Improvement
1998-2004	Medical Care Research and Review
2009-present	Health Services Research

Reviewer

1994-present	Journal of General Internal Medicine
1995-present	New England Journal of Medicine
1996-present	Journal of the American Medical Association
1998-present	Medical Care

1998-present	American Journal of Medicine
1999-present	American Journal of Managed Care
2005-present	Health Services Research

Teaching

1993-1996	Attending physician at UCLA, Internal Medicine Suite; supervision of medical students, interns and residents
1996-1998	Attending physician, Ann Arbor VA Medical Center Internal Medicine Wards; supervision of medical students, interns and residents
1996-present	Attending physician, Ann Arbor VA Medical Center Ambulatory Care; supervision of medical students, interns and residents
1996-present	Presenter and Seminar Participant, University of Michigan General Medicine Weekly Research Conference (present 1-2 conferences per year)
1996-present	Presenter and Seminar Participant, Ann Arbor VA Center for Practice Management and Outcomes Research Monthly Research Conference (present 1-2 conferences per year)
1996-present	Presenter and Journal Club Participant, University of Michigan General Medicine Monthly Journal Club (present at 1-2 meetings per year)
1997-2005	Annual Seminar: "Measurement of Quality." University of Michigan Robert Wood Johnson Clinical Scholars Program
1997-present	Annual Seminar: "Critical Appraisal of the Medical Literature," Fourth-year medical student elective, University of Michigan Medical School. (December & March)
1998-present	Core Faculty Member, University of Michigan Robert Wood Johnson Clinical Scholars Program
1998 & 2000	Small Group Session: "Reading the Medical Literature." Second-year medical student course, University of Michigan Medical School
1999-present	Preceptor for 3 rd year medical students, Internal Medicine clerkship, outpatient clinic month (1/2 day per week, rotating)
1999	Faculty instructor, Comprehensive Clinical Assessment (CCA), University of Michigan Medical School

1999-2005	Annual Seminar: “Picking a Research Topic: Passions and Practicalities.” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program
2000	Grand Rounds: “The Movement to Improve Health Care Quality: Why physicians should care.” University of Michigan Department of Internal Medicine
2000	Seminar: “Grant Writing 101.” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program
2000	Seminar: “Health Policy.” Fourth-year medical student course, University of Michigan Medical School
2000-2007	Research mentor for Michele Heisler, MD, MPA, University of Michigan Robert Wood Johnson Clinical Scholar and Assistant Professor, University of Michigan Department of Medicine
2000-present	“Introduction to Quality of Care Research” Health Services Research Seminar Series, K12/K30 NIH Clinical Training Program
2001	Small Group Session: “Medical Decision Making.” Second-year medical student course, University of Michigan Medical School
2001	Dissertation Committee for Carlotta A. Gabard, DrPh candidate, School of Public Health. “Obstetrical Care Under Capitation.”
2004	Participant in the Faculty Scholar in the Care of Older Adults program, “Increasing Education and Research Capacity to Improve Care of Older Americans.”
2004-2005	Research mentor for Catherine Kim, MD; Assistant Professor, University of Michigan Department of Medicine
2004-present	Research mentor for Megumi Okumura, Clinical Scholar, University of Michigan Department of Medicine and Department of Pediatric and Communicable Diseases; Assistant Professor, University of California – San Francisco, Department of Pediatrics
2004-present	Mentor for Tanya Ruff, MD, MPH; Robert Wood Johnson Clinical Scholar, University of Michigan Department of Medicine and Geriatrics Clinical Fellow
2005-2008	Masters-level Course Co-Director: “Research on Health Care Delivery, Financing and Policy” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program

2006-present	Career mentor for Maria Silveria, MD, MPH; Assistant Professor, University of Michigan Department of Internal Medicine
2009-present	Research mentor for Sameer Saini, MD, MS; Assistant Professor, University of Michigan Department of Internal Medicine
2007	Presentation at the Critical Care Issues in the Care of Older Adults - Measuring Clinical Quality in Older Adult Care CME Conference, Ann Arbor, MI

Committee, Organizational, and Volunteer Service

National

1996	Advisory Board Member for Robert Wood Johnson Foundation New Initiative, "The Patient-Provider Relationship in a Changing Health Care Environment."
1998	Member, Quality of Care Abstract Selection Committee, Association for Health Services Research 15 th Annual Meeting
2000-2001	Chair, Special Programs, Society of General Medicine 2001 National Meeting Planning Committee
2001-2002	Technical Expert Panel Member for the Center for Medicaid and Medicare Services' "Hospital Core Performance Measurement Project."
2002	Member, Panel Abstract Selection Committee, Association for Health Services Research 19 th Annual Meeting
2003-2004	Co-Chair, Quality of Care Review Subcommittee, Society of General Internal Medicine 2004 National Meeting Planning Committee
2004-2008	Steering Evaluation Committee Member, Greater Detroit Area Health Council, Save Lives Save Dollars Initiative
2004-2007	Steering Committee Member, VHA Practice Systems Assessment Survey
2005-2006	Member, VA National Patient Care Services Strategic Initiative Team, Partnering Initiative
2005-2006	Steering Committee Member, National Committee for Quality Assurance Conference on Benchmarking Physician Performance
2006-2008	Member, Operation Healthier US Veterans Evaluation Subcommittee
2006-2007	Co-chair, Abstract Selection Committee, Society of General Internal Medicine 2007 National Meeting Planning Committee

2006-present	Member, Technical Advisory Group, National <i>MOVE!</i> program (Managing Overweight/Obesity for Veterans Everywhere)
2008-2009	Chair, Planning Committee for the 2009 Health Services Research and Development National Meeting
2009	Steering Committee Member, California Collaborative Adherence Project (CCAP)

Medical School

1985-1989	Student Feedback Committee; Chair (1986-1987), University of California, San Francisco, CA
1986-1987	Teaching Awards Committee for faculty recognition; Chair (1986), University of California, San Francisco, CA
1988	Committee on Teaching Excellence recognizing house officers; Chair, University of California, San Francisco, CA
1990-1991	House Staff Policy Committee, elected member, University of California, Los Angeles, CA
1990-1992	Medi-Cal Managed Care Committee, University of California, Los Angeles, CA
1990-1992	Medical Staff Ethics Committee, University of California, Los Angeles, CA
1991-1994	Department of Medicine Morbidity and Mortality Committee, University of California, Los Angeles, CA
1993-1994	Division of General Internal Medicine Committee on Guideline Development, University of California, Los Angeles, CA
1996-1997	Working Group for Implementation and Evaluation of Guidelines for Detection and Management of Major Depressive Disorder, Ann Arbor VA Medical Center, Ann Arbor, MI
2002-2005	Member, University of Michigan Medical School Admissions Committee
2003-2006	Member, University of Michigan Healthcare System Committee on Clinical Quality
2004-present	Member, Leadership Council, Ann Arbor VA Center for Clinical Management Research
2004-present	Member, Research Council, University of Michigan Division of General Medicine

2006-present	Co-Director, VA/UM Joint Program on Quality Improvement for Complex Chronic Conditions (QUICCC)
2007-present	Member, Department of Internal Medicine Appointment and Promotions Committee
2008-present	Member, Ann Arbor VA Research and Development Committee
2009-present	Co-chair, Dean's Committee for Health Services Research Institute planning

Community Service

1992-1994	Volunteer Physician, Venice Family Clinic
1998-2003	Advisory Board Member, University of Michigan Hospital Child Care Center

Consulting Positions

1994-2005	Consultant, RAND Health Sciences Program; Santa Monica, CA
6/2005-2008	Consultant, National Committee for Quality Assurance, Washington, D.C. (unpaid)

Visiting Professorships, Seminars, and Extramural Invited Presentations

Extramural invited presentations

- “Medicaid and Medi-Cal in Historical Perspective: Ideals and Realities.” Invited presentation, Core Lecture Series, UCLA Department of Medicine; Los Angeles, California, April 1991
- “Managed Care in an Era of Capitation: Realities, Implications and Potentials of Utilization Management and Quality Monitoring” Invited presentation and Chair, Policy Roundtable, Association for Health Services Research Annual National Meeting; Atlanta, Georgia, June 1996
- “The Measurement of Quality—HEDIS and Beyond.” Invited presentation, Physicians in Managed Care New Skills and Values, Blue Cross and Blue Shield of Michigan Continuing Medical Education Program; Southfield, Michigan, April 26, 1997
- “The Evolving Role of Managed Care: Defining Educational Priorities.” Faculty for Precourse Symposium, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 1, 1997
- “Using Quality Measurement for Comparisons.” Invited chair for research presentation session; Association for Health Services Research National Annual Meeting; Washington, DC, June 23, 1998
- “Quality of Care Research.” Invited workshop chair, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft.Lauderdale, Florida, November 11, 1999

“Evaluating the Performance of Explicit Quality Systems in the VHA.” Invited presentation, Veterans Integrated Healthcare Network (11) Clinical Leadership Board; Ann Arbor, Michigan, February 1, 2000

“A Global Approach to Quality Measurement: The QA Tool System.” Invited presentation, Association for Health Services Research Annual National Meeting; Los Angeles, California, June 26, 2000

“What Do Our Veterans Tell Us About Their Care?” Invited presentation, 4th Annual National VA Diabetes Symposium; Alexandria, Virginia, March 21, 2002

“Building a Better Quality Measure: How Can Quality Measurement Help Us Close the Quality Gap?” Invited presentation, Academy for Health Services Research and Health Policy Annual Meeting; Washington DC, June 23, 2002

“Comparing Data Sources: Examining Diabetes Quality of Care.” Invited presentation, VA Quality Management Integration Council, run by the VA Under Secretary for Health; Nationally broadcast videoconference, December 4, 2002

“VA and Commercial Managed Care for Diabetes.” Invited presentation, Centers for Disease Control Steering Committee Meeting for Translating Research into Action for Diabetes; Chicago, Illinois, April 24, 2003

“Using Tightly Linked Quality Measures to Evaluate and Improve Quality.” Invited presentation, Northern California Kaiser Permanente Division of Research; Oakland, California, January 23, 2004

“From Quality Assessment to Quality Improvement: The Role of Performance Measurement.” Invited Presentation, Internal Medicine and Family Practice combined Grand Rounds; St. Joseph of Mercy Healthcare System, Ypsilanti, Michigan, September 29, 2004

“From Quality Assessment to Quality Improvement: The Role of Performance Measurement.” Invited presentation and Visiting Professor, University of Chicago, Department of Health Studies; Chicago, Illinois, April 6, 2005

“Improving Quality in Healthcare Systems: Does the VA Experience Translate to Other Healthcare Settings? Invited presentation and Workshop Chair, Society of General Internal Medicine Annual National Meeting; New Orleans, Louisiana, May 14, 2005

“Achieving Diabetes Collaborative Care” Presentation and Expert Panel Member, Creating Health Informatics Applications for Collaborative Care; RAND, Santa Monica, California, September 27, 2005

“Quality Improvement for Diabetes: Meeting the Challenges” Presentation at US Medicine Institute for Health Studies: Interactive Roundtable for Decision Makers in Diabetes. Washington DC, December 1, 2005

“Conceptual Challenges in Physician Profiling” Invited presentation at NCQA Benchmarking Physician Performance: Current Practice and Research Needs. Washington DC, January 11, 2006

“Improving Quality through Performance Measurement” Invited presentation at the Ontario Women’s Health Council; Expert Panel on Women’s Health Measurement and Performance. Toronto, ON, May 7-9, 2006.

“Clinical Inertia.” Invited presentation at the American Diabetes Association 66th Annual Scientific Sessions. Washington DC, June 11, 2006

Invited to chair and provide opening remarks at the plenary session of the Society of General Internal Medicine Annual National Meeting; Toronto, Canada, April 27, 2007

“Monitoring Performance to Improve Quality: Lessons from the US Department of Veterans Affairs.” Presentation at the United Kingdom Department of Health Quality and Outcomes Seminar. London, UK, May 14-15, 2007

“Measuring What Counts: Refining Measures of Healthcare Quality.” Invited presentation at the Academy Health Annual National Research Meeting. Orlando, FL, June 4, 2007

“Improving Quality in the Veteran Health Administration.” Invited presentation at the American Diabetes Association 67th Annual Scientific Sessions. Chicago, IL, June 22, 2007

“Measuring What Counts.” Invited Discussant, 15th Annual Princeton Conference: Can Payment and Other Innovations Improve the Quality and Value of Health Care? Princeton, NJ, May 28, 2008

Invited Presenter, Advancing Quality Measurement in VA, National Quality Enhancement Research Initiative, Washington DC, October 29-30, 2008

Invited Senior Alumni Panelist, Career Alumni Panel, Robert Wood Johnson Clinical Scholars Program National Meeting, Washington DC, November 18, 2008

“Performance Management Collaboration.” Invited Workshop, National Meeting of the VA Quality Enhancement Research Initiative, Phoenix, AZ, December 12, 2008

Chair, opening plenary session of the VA HSR&D National Meeting, Washington DC, February 12, 2009

Other Presentations

- “Follow-up after Hospital Discharge: Does Insurance Make a Difference?” Platform presentation, Solomon Scholars Meeting for Resident Research, UCLA School of Medicine; Los Angeles, California, June 1992
- “Follow-up after Hospital Discharge: Does Insurance Make a Difference?” Poster presentation, Southern California Regional Meeting, Society of General Internal Medicine; Los Angeles, California, December 1992
- “Influencing Physician Behavior through Capitation: How do Physicians at Financial Risk Restrict their Own Utilization?” Platform presentation, Association for Health Services Research Meeting Annual National Meeting; San Diego, California, June 1994
- “Managed Care and Capitation: How do Physicians at Financial Risk Control Their Own Utilization?” Plenary session presentation, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft. Lauderdale, Florida, November 1994
- “Quality Assurance in Capitated Physician Groups: Where is the Emphasis?” Platform presentation, Society of General Internal Medicine National Meeting; San Diego, California, April 1995
- “Quality Assurance in Capitated Physician Groups: Where is the Emphasis?” Platform presentation, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft. Lauderdale, Florida, November 1995
- “Development of a Comprehensive Managed Care Quality Measurement Tool for Women and Children.” Poster presentation, Association for Health Services Research Annual National Meeting; Atlanta, Georgia, June 1996
- “Does Dissatisfaction with Access to Specialists Affect the Desire to Leave a Health Plan?” Poster presentation, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 4, 1996
- “Does Dissatisfaction with Access to Specialists Affect the Desire to Leave a Health Plan?” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 13, 1997
- “Primary Care Physicians’ Satisfaction with Quality of Care in Capitated Medical Groups.” Poster presentation, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 1, 1997
- “The Influence of Gatekeeping and Utilization Review to Control Access to Specialists on Patient Satisfaction With Care.” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 18-20, 1998

- “Development of a Global Quality Assessment Tool.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 18-20, 1998
- “The Influence of Gatekeeping and Utilization Review to Control Access to Specialists on Patient Satisfaction With Care.” Platform presentation, Society of General Internal Medicine Annual National Meeting; Chicago, Illinois, April 25, 1998
- “The Influence of Medical Group Utilization Management Techniques on Physician Satisfaction.” Platform presentation, Association for Health Services Research Annual National Meeting; Chicago, Illinois, June 28, 1999
- “Constructing Quality Measures: Sources of Variation.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, March 22-24, 2000
- “Measuring Antidepressant Prescribing Practice in a Health Care System.” Poster presentation, Society of General Internal Medicine Annual National Meeting; Boston, Massachusetts, May 4-5, 2000
- “The Influence of Health Status on Satisfaction among Veterans with Diabetes: Results from the VA Diabetes Quality Improvement Project.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington DC, February 13-15, 2001
- “The Influence of Health Status on Satisfaction Among Patients with Diabetes.” Poster presentation, Society of General Internal Medicine Annual National Meeting; San Diego, California, May 3, 2001
- “Comparing Diabetes Quality Measures Derived from Different Data Sources.” Platform presentation, Society of General Internal Medicine Annual National Meeting; Atlanta, Georgia, May 3, 2002
- “Building a Better Quality Measure: Are Some Patients With “Poor Quality” Actually Getting Good Care?” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington DC, February 13, 2003
- “Profiling Facilities Using Three Different Performance Measurement Systems.” Plenary Session, Department of Veterans Affairs Health Services, Research and Development Annual National Meeting, Baltimore, MD, February 16, 2005
- “How Should We Profile? A Comparison of Three Methods to Assess Quality Across Sites of Care” Platform presentation, Society of General Internal Medicine Annual National Meeting; New Orleans, Louisiana, May 13, 2005

“Does Self-Efficacy Mediate the Influence of Chronic Pain on Patients’ Self-Care Adherence?” Poster Presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting, Arlington,VA, February 16, 2006

“Approaches to Quality Assessment in Patients with Comorbidities” Workshop Presentation, Society of General Internal Medicine Annual National Meeting; Toronto, Canada, April 27, 2007

“More Than a Pain in the Neck: Discussion of Chronic Pain Decreases the Likelihood of Medication Intensification for Hypertension” Poster, Society of General Internal Medicine Conference, Pittsburgh, PA, April 10, 2008

“Achievement of Blood Pressure Control Targets at a Single Visit Does Not Adequately Reflect Quality of Antihypertensive Care” Platform presentation, Society of General Internal Medicine Annual National Meeting; Miami Beach, FL, May 14, 2009.

Bibliography

Peer Reviewed Publications

1. Kerr EA, Siu AL. Follow-up after hospital discharge: Does insurance make a difference? *J Health Care Poor Underserved* 1993; 4(2):133-142.
2. Kerr EA, Mittman BS, Hays RD, Siu AL, Leake B, Brook RH. Managed care and capitation in California: How do physicians at financial risk control their own utilization? *Ann Intern Med* 1995; 123(7):500-504.
3. Kerr EA, Mittman BS, Hays RD, Leake B, Brook RH. Quality assurance in capitated physician groups: Where is the emphasis? *JAMA* 1996; 276(15):1236-1239.
4. Kerr EA, Hays RD, Mittman BS, Siu AL, Leake B, Brook RH. Primary care physicians’ satisfaction with quality of care in California capitated medical groups. *JAMA* 1997; 278(4):308-312.
5. Schuster MA, Asch SM, McGlynn EA, Kerr EA, Hardy AM, Gifford DS. Development of a quality of care measurement system for children and adolescents: Methodological considerations and comparisons to a system for adult women. *Arch Pediatr Adolesc Med* 1997; 151:1085-1092.
6. Kerr EA, Hays RD, Lee M, Siu AL. Does dissatisfaction with access to specialists affect the desire to leave a managed care plan? *Med Care Res Rev* 1998; 55(1):59-57.
7. Kerr EA, Clancy CM. Defining educational priorities in managed care. *J Gen Intern Med* 1999; 14(Supplement 1):S1-S5.
8. Kerr EA, Hays RD, Mitchinson A, Lee M, Siu AL. The influence of gatekeeping and utilization review on patient satisfaction. *J Gen Intern Med* 1999; 14(5):287-296.

9. McGlynn EA, Kerr EA, Asch SA. A new approach to assessing quality of care for women: the QA Tool system. *Womens Health Issues* 1999; 9(4):184-192.
10. Kerr EA, McGlynn EA, Van Vorst KA, Wikstrom SL. Measuring antidepressant prescribing in a health care system using administrative data: Implications for quality measurement and improvement. *Jt Comm J Qual Improv* 2000; 26(4):203-216.
11. Malin JL, Asch SA, Kerr EA, McGlynn EA. Evaluating the quality of cancer care: Development of cancer quality indicators for a global quality assessment tool. *Cancer* 2000; 88:701-707.
12. Kerr EA, Mittman BS, Hays RD, Pitts J, Zemencuk J, Brook RH. Associations between primary care physician satisfaction and self-reported aspects of utilization management. *Health Serv Res* 2000; 35(1)Part II:333-349.
13. Hofer TP, Kerr EA, Hayward RA. What is an error? *Eff Clin Pract* 2000; 3(6):261-269.
14. Asch SA, Kerr EA, Lapuerta P, Law A, McGlynn EA. A new approach for measuring quality of care for women with hypertension. *Arch Intern Med* 2001; 161(10):1329-1335.
15. Kerr EA, Krein SL, Vijan S, Hofer TP, Hayward RA. Avoiding pitfalls in chronic disease quality measurement: A case for the next generation of technical quality measures. *Am J Manag Care* 2001; 7(11):1033-1043.
16. Heisler M, Bouknight RR, Hayward RA, Smith DM, Kerr EA. The relative importance of physician communication, participatory decision-making, and patient understanding in diabetes self-management. *J Gen Intern Med* 2002; 17(4):243-252.
17. Krein SL, Vijan S, Pogach L, Hogan MH, Kerr EA. Aspirin use and counseling about aspirin among patients with diabetes. *Diabetes Care* 2002; 25(6):965-970.
18. Krein SL, Hofer TP, Kerr EA, Hayward RA. Whom should we profile? Examining diabetes care practice variation among primary care providers, provider teams and healthcare facilities. *Health Serv Res* 2002; 37(5):1159-1180.
19. Kerr EA, Smith DM, Hogan MM, Krein SL, Pogach L, Hofer TP, Hayward RA. Comparing clinical automated, medical record and hybrid data sources for diabetes quality measures. *Jt Comm J Qual Improv* 2002; 28(10):555-565.
20. McGlynn EA, Kerr EA, Adams J, Keesey J, Asch SM. Quality of health care for women: Results from a pilot study of the QA Tools System. *Med Care* 2003; 41(5):616-625.
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